

**United Way of  
Greater Chattanooga**

630 Market Street  
P.O. Box 4027  
Chattanooga, TN 37405  
tel 423.752.0300  
fax 423.752.0350  
www.uwchatt.org



**Docket ID FEMA-2008-0017**

**Voluntary Private Sector Accreditation and Certification Preparedness Program**

**Response of The United Way of Greater Chattanooga**

January 23<sup>rd</sup>, 2009

The United Way of Greater Chattanooga (UWGC) would like to thank FEMA for the opportunity to respond to its proposals regarding the Voluntary Private Sector Accreditation and Certification Preparedness Program.

UWGC administers our local 2-1-1 program that serves 11 counties in southeast Tennessee, 3 counties in northwest Georgia, and 2 counties in northeast Alabama. There are more than 850,000 people living in our service area. UWGC also provides funding for our local Red Cross and Salvation Army and is part of our County's Emergency Management Planning Team. Our 2-1-1 and United Way are also members and officers in VOAD and work closely with the Tennessee Emergency Management representatives.

While we have been fortunate that we have not experienced any direct disasters within our service area, we have been a critical part of our community's response to most of the Gulf Coast hurricanes: Katrina, Rita and Gustav, in particular. We recognize how important it is for us to not only support the AIRS standards and accreditation, but that our 2-1-1 Center also strive to meet the highest standards and be accredited itself

As a 2-1-1 service, we strongly believe in the need for national standards to secure consistency and quality. The AIRS Standards for Professional Information and Referral have been long recognized as the foundation of I&R service delivery and have been bolstered by renewed focus on disaster response and preparedness. Within these standards, there is a specific section on disaster preparedness that continues to enhance our ability to respond before, during and after disasters. AIRS has submitted its own proposal which includes the latest copy of those Standards.

We urge FEMA to adopt the disaster preparedness section of the AIRS Standards as the voluntary disaster standard for the I&R/2-1-1 sector and to recognize the existing AIRS Accreditation Commission as the entity to certify compliance with those standards.

Sincerely yours,

A handwritten signature in cursive script, appearing to read "Eva Dillard".

Eva Dillard  
President and CEO